

Received & Inspected

FEB 21 2014

FCC Mail Room

February 18, 2014

FCC  
9300 East Hampton Dr  
Capitol Heights, MD 20743

Re: Annual CPNI Certification for 2014 covering the prior calendar year 2013 for Quick Communications, Inc.

Enclosed please find our annual CPNI Certification for 2014, an original and four copies for Quick Communications, Inc.

Sincerely,  
Amy Kubs

February 18, 2014

Marlene H. Dortch, Secretary,  
Federal Communications Commission,  
445 12th Street SW, Suite TW-A325,  
Washington, DC 20554

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**RE: EB Docket No. 06-36**

Annual 64.2009(e) CPNI Certification for 2014 covering the prior calendar year 2013

1. Date filed: February 18, 2014
2. Name of company(s) covered by this certification: Quick Communications, Inc.
3. Form 499 Filer ID: 821866
4. Name of signatory: Bruce Yuille
5. Title of signatory: President

This document consists of 2 pages, with the certification statement of officer on page 2.

**6. Certification:**

I, Bruce Yuille, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

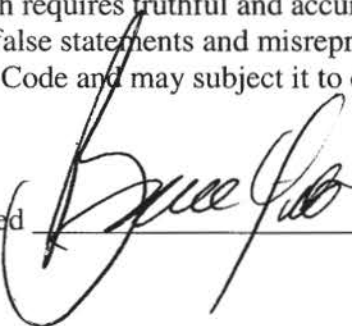
Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, record keeping, and supervisory review) set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken actions (*i.e.*, proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The company has not received customer complaints in the past year concerning the unauthorized release of CPNI.

The company represents and warrants that the above certification is consistent with 47 C.F.R. § 1.17, which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed



[Bruce Yuille, President]

No. of Copies rec'd  
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## CERTIFICATION STATEMENT

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Quick Communications, Inc., is a shrinking reseller of landline telephone service in the lower peninsula of Michigan to . Quick gained its customer base under the UNE-P program that the FCC removed in 2006 and has been baby sitting its customer base ever since. Quick does not engage in marketing or sales. Quick entered 2013 with about 900 lines and left 2013 with just under 400 lines. Being small, and waiting for an end to landline service, I personally supervised the one or two employees who perform only accounting and customer service functions during 2013.

I have personally provided each employee with a copy of the CNPI rules and made sure that each knew what they meant and how important it is to protect CNPI. Quick does not affirmatively contact its customers or try to solicit them to sell them anything they are not already using. Quick only responds to customer initiated requests which consist of requests for the re-print of an invoice, repair or service, to cancel service, move service to a different address or add a line. I periodically question each employee about whether they have received any unusual requests that would fall under CNPI. Most customers contact us by email. I am on the customer service distribution list and I receive copies of all customer e-mails and personally read them. Therefore I would know of any complaints about CNPI, and whether or not our employees violated any CNPI rules. If any violations occurred, they would be logged into an Excel Spreadsheet. However, because there have been no such violations, such a spreadsheet is blank.

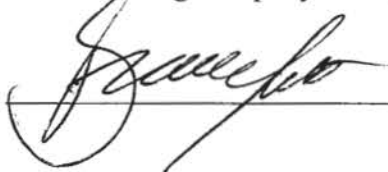
All existing customers have been customers for more than 5 years. Those that call are usually recognized from prior calls. In any event, the caller is verified as a customer or authorized to speak for a customer in our customer records before any discussions take place.

Electronic call record detail is stored on secured servers that are only accessible by myself and the company's contract director of IT, who is a trusted family member. Customer records are stored on computers and in hard files.

Customer records can only be accessed by a person who is physically present in our office. We do not allow remote access into customer service computers. Our computers use a combination of commercially available software and proprietary software we wrote when we were much larger. Those network devices that use code that we did not write are kept updated with latest vendor security patches on a weekly basis. Computers with Internet access use a Linux based operating system which minimized the risk of being hacked. Our billing and customer service software was created internally in a secure fashion to prevent against SQL injections, buffer overflows, and brute force attacks. To further mitigate against unauthorized access, all office computers are turned off when the last person leaves the office. Turning a computer off takes it off line and makes it impossible to be hacked while off line. During 2013 I visited the office after hours on several occasions to verify that our computers were turned off.

All paper documents that contain CNPI are kept behind locked doors. The office doors are locked 24 hours a day and only opened when an employee grants access to a person. The office is monitored for intrusion and motion by a third party monitoring service. All papers that contain any CNPI information are first shredded in the office shredder before leaving the office. No one gained unauthorized entry or access to hard copy CNPI during 2013. Bulk destruction of papers are done by a commercial shredding company, in my presence.

Signed



[Bruce Yuille, President]